



PATENT  
Attorney Docket No.: NUASI-00101

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: ) Group Art Unit:  
Carl Schoeneberger et al. )  
Serial No.: 10/632,615 ) Examiner:  
Filed: July 31, 2003 )  
For: **CONTACT CENTER** ) **TRANSMITTAL LETTER**  
**ARCHITECTURE** )  
Customer No.: 28960  
)  
)

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

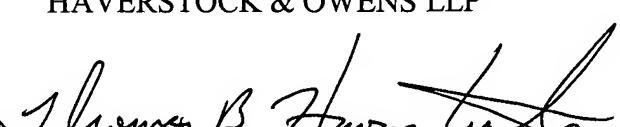
Sir:

Enclosed please find a Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Supplemental Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the:  
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Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP  
Date: 11-21-03 By: 



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ARCHITECTURE**

) Group Art Unit:

) Examiner:

) **SUPPLEMENTAL INFORMATION  
DISCLOSURE STATEMENT**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

Customer No. 28960

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- U.S. Patent No. 5,848,143;
- U.S. Patent No. 5,903,642;
- U.S. Patent No. 6,049,603;
- U.S. Patent No. 6,094,479;
- U.S. Patent No. 6,122,364; and
- U.S. Patent No. 6,542,475 B1.

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

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Alexandria, VA 22313-1450

Date: 11/21/03 By: J.C.L.  
HAVERSTOCK & OWENS LLP

PATENT  
Attorney Docket No.: NUASI-00101

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants



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ARCHITECTURE**

) Group Art Unit:

) Examiner:

) **CERTIFICATION FOR  
SUPPLEMENTAL INFORMATION  
DISCLOSURE STATEMENT UNDER 37  
CFR § 1.97(e)**

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Sunnyvale, CA 94086

) (408) 530-9700

) Customer No. 28960

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Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I, the person signing below, hereby certify that the printed publications contained in the enclosed supplemental information disclosure statement were cited either within Official Actions mailed on November 05, 2003 and November 10, 2003 . Accordingly, I hereby certify that no reference contained within this supplemental information disclosure statement was cited in a communication from a foreign patent office in a related foreign application, and, to the knowledge of the person signing the statement, after making reasonable inquiry, no reference contained within this supplemental information disclosure statement was known to any individual designated in §1.56(c) more than three months prior to the filing of this supplemental information disclosure statement. 37 C.F.R. 1.97(e)(2)

**CERTIFICATE OF MAILING (37 CFR § 1.8(a))**

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**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 11-21-03

By:   
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

FORM PTO-146 (Modified)	NOV 24 2003	U.S. Department of Commerce Patent and Trademark Office	Attorney Docket No.: NUASI-00101	Serial No.: 10/632,615
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use Several Sheets If Necessary) (37 CFR § 1.98(b))			Applicant: Carl Schoeneberger et al.	
			Filing Date: 7/31/03	Group Art Unit:

## U.S. PATENT DOCUMENTS

Examiner Initials		Serial / Patent Number	Issue Date	Applicant / Patente	Class	Subclass	Filing Date
	AA	5,848,143	12/08/98	Andrews et al.	379	219	03/04/96
	AB	5,903,642	05/11/99	Schwartz et al.	379	309	09/24/97
	AC	6,049,603	04/11/00	Schwartz et al.	379	309	02/02/99
	AD	6,094,479	07/25/00	Lindeberg et al.	379	220	05/06/97
	AE	6,122,364	09/19/00	Petrunka et al.	379	265	12/02/97
	AF	6,542,475 B1	04/01/03	Bala et al.	370	271	08/09/99
	AG						
	AH						
	AI						
	AJ						
	AK						
	AL						
	AM						
	AN						
	AO						

## FOREIGN PATENTS OR PUBLISHED FOREIGN PATENT APPLICATIONS

		Document Number	Publication Date	Country / Patent Office	Class	Subclass	Translation	
							Yes	No
	AP							
	AQ							
	AR							
	AS							
	AT							

## OTHER DOCUMENTS (Including Author, Title, Date, Relevant Pages, Place of Publication)

AU	
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Examiner: \_\_\_\_\_ Date Considered: \_\_\_\_\_

EXAMINER: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.